

# SERVICE and REPAIR REQUEST

S.O.#: \_\_\_\_\_ (OFFICE USE)

- ◆ Equipment sent in for repairs must be clean and free of contamination. We reserve the right to charge extra for the cleaning of any dirty and contaminated equipment.
- ◆ In order to facilitate efficient processing of your request for service or repair, we ask you to fill out this form completely, phone or fax or email to support @pointfour.com and then include it with your shipment.
- ◆ Our shop labour rate is C\$80.00 per hour. There is a fee/minimum charge of **C\$80.00** per unit of equipment sent in for repair, unless the item is under warranty or the customer chooses to have it repaired.

<b>OWNER DETAILS:</b>				
<b>Customer Name:</b>		<b>Preferred Contact Method:</b>		<b>Customer P.O./Ref.#:</b>
<b>Customer Code (if known):</b>		<input type="checkbox"/> <b>Ph #:</b> (    ) -		<b>Date of Request:</b> -    -
<b>Contact Person:</b>		<input type="checkbox"/> <b>Fax #:</b> (    ) -		(mm-dd-yy)
<input type="checkbox"/> <b>Email:</b>				
<b>Your Return Shipping Address:</b>			<b>Do you require a quote first?</b> YES <input type="checkbox"/> NO <input type="checkbox"/>	
Return by a specific courier: YES <input type="checkbox"/> NO <input type="checkbox"/>			<b>What is your preferred payment method?</b>	
If yes, please specify courier: (freight will be prepaid and invoiced)			Payment on Acct.: <input type="checkbox"/>	
			Credit Card : Visa <input type="checkbox"/> Mastercard <input type="checkbox"/>	
<b>EQUIPMENT DETAILS:</b>				
<b>Description</b>	<b>Serial No.</b>	<b>Quantity</b>	<b>Purchased From</b>	<b>Purchase Date</b> (mm-dd-yy)
<b>Reason for repair or service:</b>				
<b>We accept to pay the minimum charge :</b> X			(Signature)	

Goods to be sent prepaid to: (Cut out and use as label)

Special instructions:

**Point Four Systems, Inc.**

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Coquitlam, British Columbia  
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